



3250 Schmon Parkway, Unit 1B  
Thorold, Ontario L2V 4Y6  
1 (888) 514-1370

**Posted: November 2, 2023**  
**Closing: December 16, 2023**

**INTERNAL | EXTERNAL JOB POSTING**

## **Full-Time One-Year Contract Foot Care Program Coordinator**

**OFFICE LOCATION:** IDHC has a virtual work environment with a Head Office in Thorold. The successful candidate may work anywhere in Ontario providing they are able to attend in-person meetings and events in community and at head office as required.

**START DATE:** ASAP

**HOURS:** 8:30 a.m. – 4:30 p.m. Full-Time One-Year Contract

*IDHC is committed to providing and promoting a healthy lifestyle with a focus on the prevention and awareness of diabetes issues. IDHC will make every effort to recruit Indigenous candidates for all available positions. In addition to academic qualifications and professional background, IDHC will consider in recruitment activities relevant life experience and personal healing journeys.*

**Reports to:** Client Services Manager

**Department:** Programs

**Team:** Client Services

### **Primary Objective:**

The Foot Care Program Coordinator is responsible for implementing all aspects of foot care programming included in the IDHC provincial work plan which has been developed to carry out the IDHC Vision; including diabetes prevention programming, dissemination of resource materials and partnership development and management. The Coordinator plans and establishes new and ongoing positive relationships with community partners and external stakeholders. The Foot Care Program Coordinator plans and supports shift of foot care services to explicitly improve the coverage of strategic locations in the geography of Ontario.

### **Key Responsibilities:**

#### **Foot Care Program Administration**

- Share educational information and resources on diabetes and foot care to Indigenous communities and individuals.
- Maintain client files to ensure program adherence to patient confidentiality.
- Update and evaluate all program forms, self-care resources and educational materials as needed.
- Maintain contacts, calendars, timesheets, expense claims and database of information in order to supply reports at regular intervals.
- Oversee the Foot Care budget and operating plan and ensure funder deliverables are achieved.
- Oversee and monitor program service directory.
- Assist in developing IDHC regional policies and procedures in order to provide consistent, current and correct information pertaining to Indigenous diabetes and foot care.
- Develop and ensure the adherence to the Client Services/Foot Care Program policies and procedures and ensure high-level services are delivered.
- Complete weekly, monthly data and quarterly activity reports.
- Responsible for maintaining and updating the program position training manual. Maintain and update all program manuals for compliance and accuracy.



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- Perform administrative duties such as: answering phone, taking and relaying messages, filing, photocopying, faxing and database input.

### **Events, Clinics and Outreach**

- Target and establish IDHC diabetes foot care events virtually as well as across Ontario based on community need, readiness and community requests.
- Develop “New Partners” and identify “Geographic Coverage”.
- Target and establish new and ongoing clinics (virtual and in-person) across Ontario based on community needs, readiness and community requests.
- Process service requests according to program and agency policies.
- Collaborate with all key players while planning and during all events and clinics.
- Ensure all appropriate equipment, displays and resources are available and transport and set up at events.
- Research and perform service gap analysis for new events and ongoing clinics.
- Establish new relationships for program partnerships related to diabetes care.
- Oversee and establish all new host and service provider contracts based on suitability and qualifications.
- Provide orientation to Service Providers and Partners regarding program services and responsibilities.
- Coordinate annual site visits for all ongoing clinics and perform quality assurance analysis with all stakeholders in conjunction with the Client Services Manager.
- Attend guest speaking events, conferences and forums in relation to diabetes and foot care (events may be held virtually or in-person).
- Attend outreach events when required to ensure program protocols, priorities and privacy procedures are followed by staff, host, contract workers and all stakeholders involved.
- Support and contribute to development and success of virtual communities.
- Conduct presentations in IDHC Training curriculum for certifications, as required.
- Ensure adherence to the highest standards of cleanliness and safety as per industry standards.
- Stay abreast of new industry standards, practices and resources.

### **General Responsibilities**

- Support Customer Relationship Management (CRM) implementation, data collection and reporting initiatives.
- Identify and participate in relevant training in order to effectively perform position duties.
- Attend staff meetings as requested.
- Perform other duties and responsibilities designated by the Client Services Manager.

### **Public Relations**

- Ensure that the IDHC’s public communications are correct, professional and follows the IDHC branding style and AODA guidelines.
- Adheres to professionalism in representing the organization at all times.

### **Standards of Performance**

- Identify and manage health data requiring HIPPA compliant management.
- Support and work toward the IDHC’s overall mission while respecting the IDHC’s values.
- Adhere to all policies and procedure.
- Maintain the IDHC’s Code of Confidentiality.
- Work collaboratively with others as a team member and addresses conflicts in a positive and open manner.
- Responsible to model and reflect a healthy and positive attitude when interacting with community and staff.



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## Qualifications

### Education

- Graduate from a recognized RPN or RN program is an asset.

### Experience

- Prior experience in foot care is an asset.
- Experience and courses related to the treatment of diabetic foot care and nail pathology an asset.

### Professional Designations and/or Licenses

- Currently registered as an RN or RPN and in good standing with the College of Nurses of Ontario (CNO) is an asset
- Advanced Diabetic Foot Care certificate is an asset.

### Knowledge, Skills and Abilities

- Knowledge of culture and experience with local Indigenous communities across Ontario
- Experience in providing professional foot care required
- Strong organizational skills with the ability to work effectively and independently
- Strong attention to detail and assessment skills
- Ability to establish and maintain effective working relationships with others and across teams
- Computer literacy, including skills in word processing, email, and Working knowledge of Microsoft (Office 365, Word, Excel, PowerPoint)
- Travel required across Ontario
- Knowledge of, or background in, Indigenous communities, culture, organizations, Indigenous health, and diabetes is an asset
- Willingness to participate in Indigenous Cultural Safety Training, teachings and ceremonies

## Working Conditions

Work in a safe and suitable office environment exposed to mid to high level computer use; frequent contact by email, phone and in person. Provides support to several team members working under simultaneous deadlines. Varied demand for decisions and/or action to be taken. Must be able to lift and transport large and small resources. Frequent standing and walking, forward bending, pushing and reaching. Some overhead reaching, squatting, climbing and lifting. Travel to remote communities, overnight stays.

**How to Apply:** Please submit your cover letter, resume and references via email by 12:00 p.m. on **December 16, 2023** to IDHC Human Resource Manager [officemanager@idhc.life](mailto:officemanager@idhc.life).

*In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, IDHC will provide accommodation in all parts of the hiring process. Applicants need to make their needs known in advance to [officemanager@idhc.life](mailto:officemanager@idhc.life).*

*Following the completion of the initial interview screening process, candidates who are selected for an interview shall be contacted by telephone or email to confirm their attendance at an interview. No notice need be given to the candidates who were not selected for an interview.*